Overview:
Pulse (eVet) Coding Standardization

Why are we doing Coding Standardization?

- Across our hospitals, we have over 360,000 active codes. This not only slows down Pulse (eVet), but also slows down our doctors and teams when needing to order up a line item. Creating standardization will allow everyone to do their job quicker and easier, and will limit confusion when team members work across multiple locations or fill in.

What exactly is code standardization and are all codes changing now?

- A taskforce of WellHaven doctors, PMs, and CVTs have worked to review and identify the most commonly used codes within our practices like exams, vaccines, flea treatment, etc.
- They have worked in tandem with AAHA to create standard categories, codes, and names that will be used in each of our clinics.
  - *Example*: Category = Exams, Name = Exam–Annual, Code= 5010-0002

How can I tell if a code is standardized?

- Standardized codes will be an 8 digit code starting with the number 5 (5XXX-XXXX).

Exam Coding Roll-Out

The first batch of codes that will be rolling out are Exam codes. The screenshot from eVet shows the list of exam codes and names you will use in the hospital starting on Tuesday 03/14/2023. An explanation of these codes and their intended uses are attached on page 2 for you to review. Please do not create new or additional exam codes.

The category name, code number, name, and pricing for the standardized codes will be determined by WellHaven. Those should not be changed or edited but the Common Name can be updated based on hospital preference.

Code	Name
5010-0001	Exam
5010-0002	Exam - Annual
5010-0003	Exam - Urgent/Emergency Care
5010-0004	Exam - Exotic
5010-0005	Exam - Recheck
5010-0006	Technician Appointment
5010-0007	Exam - Virtual/Phone Consultation
5010-0009	Exam - Litter (Under 6 Weeks, 1-4)
5010-0010	Exam - Litter (Under 6 Weeks, 5+)
5010-0011	International (includes HI/AK) Health Certificate (Exam, USDA/APHIS cost not included)
5010-0012	Interstate Health Certificate (Exam not included)

Example – Name (set by WellHaven): Exam-Annual   Common Name (set by Hospital): Annual Exam.

How does this affect Wellness Plans?

When providing services for a pet that's enrolled on a wellness plan, it's imperative that all plan services are ordered from the patient's wellness plan screen (not quick invoicing). Quick invoicing is NOT a reliable way to ensure items are consumed from the plan. Failing to order items from the pet's wellness plan screen leads to inaccurate reporting and incorrect figures around plan utilization. Exams that are included in Wellness Plans will be deactivated meaning you will have to go to the WP page to order the exam up properly. Do not order up the standardized exams and zero them out. If you have any questions, please contact Emily Neiger.

What do YOU need to do on the day of go-live?

- ☐ All reminders have been created and properly associated for the new Exam line items. **If there are additional reminders or callbacks you would like, please add those in.**
- ☐ Add in any Linked Inventory Items, Handouts, or Client Notes that may have been previously associated with the line item.
- ☐ If you have a package that included an old code (excluding Wellness Plans), edit that package to include the updated line item.

If you need support or have any questions, please reach out to Steve Polakowski.

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WellHaven
Pet Health

New Code	Name	Potential Previous Codes	Comments
5010-0001	Exam	Exam, Sick, Medical, Office Visit, Diagnostic, Pre-anesthetic, Geriatric, QOL, anything that is not annual	General DVM exam; additional fees for sick pet are rolled into diagnostic fee, not exam.
5010-0002	Exam-Annual	Annual Exam	This is to be used when preventative care is done; the 'Annual Exam' reminder is associated with this code.
5010-0003	Exam-Urgent/Emergency Care	Urgent, Emergency, After Hours fee	
5010-0004	Exam-Exotic	Exotic	This can be deactivated if you don't see exotics.
5010-0005	Exam-Recheck	Recheck, Follow Up, Brief, Progress	This is considered a brief exam IE eye, ear, bandage change etc.
5010-0006	Technician Appointment	Tech exam	These are not considered a complete physical exam but can be used for vaccines boosters, bandage changes, nutrition consults, etc.
5010-0007	Exam-Virtual/Phone Consultation	Virtual, Phone Consultation	Consider using this for CGM (Libre) reviews instead of having the patient come in to the clinic.
5010-0009	Exam-Litter (Under 6 Weeks, 1-4)		
5010-0010	Exam-Litter (under 6 weeks, 5+)		
5010-0011	International (includes HI/AK) Health Certificate (Exam, USDA/APHIS cost not included)		Price is based off of HC forms being electronic but is still a very lengthy process that requires daily checking for USDA approval. An exam fee is separate for the DVM to evaluate the patient.
5010-0012	Interstate Health Certificate (Exam not included)		Price is based off of the time to fill out the HC forms electronically. An exam fee is separate for the DVM to evaluate the patient.

Note on Technician Appointments:

If your clinic has not been utilizing Technician Appointments, we will be sending out information and recommendations on how to best use/schedule Technician Appointments.